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BEYOND
ELIGIBILITY

Assessment of Client Employability
and Case Planning for
Social Service Workers

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Regional Municipality of Hamilton-Wentworth
Social Services Department



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Introduction

Introduction

A significant issue in the provision of income maintenance is that individuals obtain employment as an alternative to social assistance. Income maintenance divisions of social services departments have published memoranda and policies and procedures manuals which direct workers in determining the eligibility of clients for assistance. The Beyond Eligibility package has been developed to direct social service workers in assisting clients to acquire employment.

Background

Within the social services system, the general belief that a client's continuing dependence on assistance could be attributed to that person's limited motivation has not been uncommon. In recent years, governmental research reports¹ and efforts of certain social services administrators have been directed to the concept of barriers to employment and the functions of related employment services in limiting barriers to employment and dependency on assistance.²

The concern within the social services system for providing employment services is to be found in the provision, under the General Welfare Assistance Act, for work activity projects³ to prepare persons for entry or return to employment. Reference is also made in social services standards of administration to the need for social service workers to provide counselling and rehabilitative referrals.

¹ O'Neil, M. and Downie, P., Assessment of Employment Availability for the Support Supplementation System (Health and Welfare Canada, Policy Research and Long Range Planning [Welfare], May 1976). "Report of the Task Force on Employment Opportunities for Welfare Recipients" (1972), (Swadron Report).

² Corbett, G. "Social Services Department Procedures as Reinforcing Client Dependency", (M.A. Thesis, 1980).

³ C. 1(1) (r) "work activity project" means a project approved by the Minister, the purpose of which is to prepare for entry or return to employment, persons who because of environmental, personal, or family reasons, have unusual difficulty in obtaining or holding employment...".



Social service workers and other social work practitioners have, however, often had limited training or experience with practical issues in assessing the need for service. What has been needed is a comprehensive manual on the assessment of employability and case planning which, of particular note, could integrate employment services with the income maintenance functions of welfare departments. The provision of service within these departments has particular limitations which needed to be considered in developing the package. Those conditions that were considered were:

- 1) That social service departments and social service workers are having to assume the added responsibility of implementing case-planning service to time-demanding mandatory income maintenance functions;
- 2) That the definition of employability under the General Welfare Assistance Act¹ does not provide direction to social service administrators or clarify for workers what services are to be provided to clients;
- 3) That contact with clients to provide service is often frustrating and time consuming. Contributing to this situation are, for example, that the worker is not familiar with the client and, therefore, a client's behaviour and problems seem inexplicable; that workers are, often, not trained in systematic approaches to problem solving; that workers often have high caseloads; that there is a need for consistency in case recording; and there is a necessity for administrative supports for case planning.

Need for and Use of the Manual

- The provision of service

The Beyond Eligibility package has been developed to train social service workers in the assessment of client employability, in developing an appropriate case plan agreed to by the client, and in defining appropriate resources. Considered in developing the material were the conditions, previously discussed, which are limitations to providing service within social service departments.

¹ An employable person is any person who is not unemployable as defined under the General Welfare Assistance Act. "An ... "unemployable person" means a person who is certified by a legally qualified medical practitioner as being unable to engage in remunerative employment by reason of physical or mental disability" C. 192, S. (1)(m).

The package was designed to assist workers, who have time restraints, to assess employability while the Form I (Appendix A), Application for Assistance, is being completed.¹ The manual designates, at certain sections of the Form I, that particular questions should be asked or details noted. Beyond Eligibility, therefore, integrates assessment with income maintenance procedures. Preliminary field testing at the time of writing has indicated that the process has actually reduced interviewing time as questions are productive in correctly completing the Form I and in understanding a client, further, reducing worker frustration.

Developing an appropriate case plan and defining appropriate resources, as part of providing service, are to be discussed in a later section.

- The assessment of employability

"Employability", in this package, is defined in terms of the concept of "employability potential". Employability potential means that a person may have certain traits which make them marketable to employers while other traits could be considered as barriers to employment. The concept implies that, given the appropriate resources, employment barriers may be limited to improve employability.

The assessment of a person's employability in this package is based on the employability potential concept; that is, on indicators of employability, defined by client characteristics which are, generally, considered by employment counsellors and employers to affect an individual's potential for acquiring employment. The indicators and specific client characteristics are described in the Employment Assessment Scales summarized in Appendix E.

The Employability Assessment Scales utilize the criteria of severe or moderate barriers to employment or high employability.² On the scale,

¹ For other social services or social work practitioners, the format of the package could be adapted to the intake forms or initial assessment interviews that are the procedure of their particular department or agency.

² The format is consistent with the levels of employability used in the Canada Employment system. Communication between the social services and employment systems would, therefore, be facilitated. The problem of communication has been noted in several government reports, noted by O'Neil and Downie.

Acknowledged, in the development of the scales, is the work of Estes, R.J., "Welfare Client Employability: A Model Assessment System", Public Welfare (Fall 1974), pp. 46-55., and O'Neil and Downie.

client characteristics defined under the foregoing are described next to the indicator which they represent. Again, the characteristics are believed to reflect realities of the employment market. For example, functional literacy, defined as the ability to complete an application form, could be directly related to a person acquiring employment. A client, therefore, who is illiterate would have a severe barrier to employment; certain literacy difficulties could be a moderate barrier; and a literate client would have high employability on this indicator.

Finally, the assessment process outlined in the package collects detailed personal and occupational information on name, address, and telephone: age and birthdate: education: availability of proof of identity: health: social situation: living conditions: employment history: debts: and related factors such as appearance, job search skills, vocational goals, legal barriers, transportation, and child care needs. Certain of these items are part of the Employability Assessment Scales, as these indicators can be subdefined by client characteristics which are related to that person's potential for employment. The remaining items relate to procedures and counselling of the client.

Note that a client with severe barriers may, in fact, acquire employment. Generally, however, potential for employment is limited by severe or moderate barriers.

- A systematic approach to understanding clients, problem solving,
and case plan recording

The Beyond Eligibility package includes a form to be used for case planning and case recording. The form, the Employability Assessment Summary (Appendix B), is a summary of the workers assessment of employability potential as described by the indicators and client characteristics of the Employability Assessment Scales. The Assessment Summary provides, further, for recording of the client's perception of their problems, the worker's impressions and summary of problems, of initial action and the case plan agreed to by the client.

The summary has advantages for workers and social service departments. Based on the employability potential assessment, the systematic format:

- 1) provides a detailed and efficient means of assessing employability. This reduces worker frustration in understanding problems and time-consuming irrelevancy in client contact. Subjective and questionable judgements regarding a person's employability are, also, limited;
- 2) records a standardized and generally understood definition of employability potential. This would facilitate communication with clients, other workers, supervisors, agencies, or other professionals;
- 3) becomes a standardized method for case recording. Case narratives in files are often voluminous with income maintenance information and limited, irrelevant, or disperse case planning details. Case planning would, with appropriate use of the Assessment Summary, be minimally disrupted if workers are changed, if the case is transferred, or if the case is reactivated at a later time. Case review would also be more efficiently completed.

The systematic case-planning approach can be of assistance to clients and departments. Laura Epstein has noted:

Clients of agencies can be roughly divided into three groups: they are seeking resources; they are seeking advice and guidance to solve problems; or they are suffering special or extreme hardships... If this distinction is made in an ordinary case load, a goodly portion of the work can be regularized, systematized, and scheduled and be relatively productive... A caseload management scheme that deals with resource seekers and problem solvers in a direct fashion would allow for the¹ greater time needed to manage clients with special (needs).

¹ Epstein, L., Helping people: The Task - Centred Approach (St. Louis, Missouri: C. V. Mosby Co., 1980), pg. 118.

The Beyond Eligibility package can direct client-centred service to resource seekers and problem solvers leaving more time for service to special needs clients, thus, providing for efficient case management.

Finally, the standard use of the Employability Assessment Summaries can assist management functions of social service departments. Summaries can be used to monitor progress in the training of workers and reviews of caseload management.

The monitoring of summaries could provide knowledge of barriers common to the welfare population and the need for services. Rational service planning would benefit from this information, and administrators could more accurately assess progress in relation to stated goals and objectives. The foregoing would be particularly simplified by computerized recording of the summaries.

Scope

As previously outlined, the package was designed to assist workers to assess employability while the Form I is being completed by noting that at certain sections, particular questions should be asked and details noted. The presentation of the material, therefore, began with an outline of the normal procedures for presenting questions and recording of information on the Form I.¹ Therefore, while Beyond Eligibility is an assessment and case planning manual, that the procedures in completing the Form I have been outlined means that the package could be used to supplement basic training on the Form I for new workers.

The package, however, is not concerned with eligibility for assistance. The General Welfare Assistance Act, the Ministry of Community and Social Services' GWA Policy Guidelines, departmental memoranda and policy and procedures manuals, and the Ontario Municipal Social Service Association (OMSSA) Standards of Administration provide eligibility criteria and standards for the provision of income maintenance.

¹ The normal procedures in this package are consistent with the procedures outlined in the Ontario Municipal Social Services Association, Orientation Manual for Municipal Social Services Field Workers, (The Education Committee, OMSSA, 1979)

A detailed assessment of employability may be considered necessary for certain employable persons or completed for single parents or others considering entry or re-entry to the employment market. Persons pending Unemployment Insurance or a first pay in employment would not, normally, require the completion of a case summary.

The assessment proposed in this package would only provide indicators of barriers or the need for referrals to resources. Counselling and employment counselling services would be provided by other counsellors, agencies, or departments. This approach is consistent with the prior discussion of the three types of client need, focusing the worker's role on referrals, and not on responsibility for ongoing counselling which has been an inappropriate expectation of workers in the social services system.

Assumed in the presentation of this package is that the worker has been trained in interviewing skills. Otherwise, supplementary training on interviewing skills should be considered. The package, also, outlines only basics of case planning. Training in an approach such as task-centered practice would facilitate development beyond this manual.

Beyond Eligibility is designed to assist workers in defining appropriate resources. Regular training on resources and information on changes in programmes would be necessary for the worker to continue being effective with clients.

Procedures for Use of the Manual

The Beyond Eligibility manual was designed for self-study. Training sessions developed for the package would, however, assist workers to assimilate the material, to discuss the concepts presented through presentation of case examples, and be an opportunity to practice the model enough to be familiar with the details. For implementation of the package, access to consultation and information would be necessary.

Study of the manual would begin with reading each section. The sections are given the title of that part of the Form I which is discussed or of the criteria not elicited through the Form I. The general format for each section is:

- 1) The normal procedure for presenting questions and recording of information on the Form I or determining employability potential are outlined.

- 2) Further details that could be recorded or questions that could be asked of the client are stated. The relevance of that information for the assessment of employability and counselling of the client by the social service worker is discussed.
- 3) A summary of the questions and counselling indicated by the foregoing discussion is given and is underlined, or in certain sections the questions and other direction have simply been underlined in the body of the material.
- 4) The Employability Assessment Scale, where developed, is then presented. The scale is the indicator of employability potential with a statement of the client characteristics which would define a severe or moderate barrier to employment or high employability on that indicator.

The worker would then be ready to utilize the Employability Assessment Summary during the completion of a Form I. The steps would be:

- 1) The worker would ask the ¹questions directed by the package or note other particulars.
- 2) The responses or details noted would be compared to the Employability Assessment Scale for each indicator of employability potential. The worker would determine, using their own judgment if other factors are important, whether a severe or moderate barrier or high employability is indicated.

A summary of both the questions and the Employability Assessment Scales are reproduced in the appendices for reference in the field. (Appendices D and E, respectively)

- 3) The worker would mark on the assessment summary whether a barrier or high employability is indicated. In the comments section, relevant notes should be made. The notes would be facts and verbatim comments from the client that provide an understanding of potential barriers. For example, a client who quit grade 9 in February of a year may state, "I quit before they threw me out. I had too many fights with teachers." Verbatim statements rather than the worker's interpretation and specific facts such as "client states left school in February" rather than "client left school last year" would be recorded.

1 The worker needs to listen to the words and emotions that the client is communicating. Listening means not analysing, making assumptions, problem solving for the client, judging, anticipating, or interrupting. Listening builds trust which places you in a better position to get information which is vital to problem solving.

- 4) The client's statement of their goals and problems would be elicited. People are, generally, able to make a coherent statement of their interests and problems. When they cannot do so, the worker could assist them in various ways. Presenting the worker's perception of potential problems and barriers to employment as determined on the assessment summary may be one way. Workers can also collect the opinions of significant others to identify these problems with and for the client.
- 5) The worker's impressions of the problem from the assessment would be summarized noting influential conditions in the environment.
- 6) The worker and client would then negotiate a case plan. This would be a contract where the worker and client agree to complete certain tasks in problem resolution. This may be simply the worker completing an agency referral form and the client attending an arranged interview. In simplified form, this would, hopefully, lead to problem resolution and perhaps self-sufficiency for the client.

Certain client's statements of problems may not be consistent with the worker's perception. Some clients will be convinced by explanations and the worker's definition of a problem. Others will not be convinced. Unless the problem is one relating to mandated requirements for eligibility on the client, the worker should accept the client's expression of the problem. An individual will only be motivated to solve those problems which they are concerned about.

Intervention is usually more effective if the worker and client are able to define at least certain problems in the same or a similar way.

- 7) When the definition of a problem has been agreed to, the worker can refer to the resource column next to the indicator of a potential barrier on the assessment summary. Indicated would be the name of the resources providing services for that particular problem. A contract would then be agreed upon and monitored by the worker.
- 8) The assessment summary would be placed on file for further reference and the recording of progress in problem resolution. Further referrals may become necessary.

Employability Indicators Elicited Through the Form I

Name of Applicant and Address

Requested is the surname, first, and second name of the applicant,¹ and their address is recorded: number, street, city, and postal code. The township, county, and municipality (delete township and county for a regional municipality) is also noted. For a woman whose present name is not her maiden name, the maiden name is entered in this section.

The client would have provided their name and address when the initial request for an application for assistance had been made to the social services department. When the Form I, Application for Assistance, is completed in the applicant's home, the individual would, normally, be expected to provide proof of identity (see section on proof) which would confirm their complete name and correct spelling. Otherwise, the person would be asked whether the name, previously recorded, requires amendments.

If a client has a commonly used name which is not their first or second name on proof of identity, a worker could record the commonly used name in the space for second name in brackets. The commonly used name could be underlined to ensure that the person is correctly addressed during future contacts.

The worker may note that the person has had several last names or has identification with an incomplete or incorrectly spelled name. An example of the former would be someone who had taken the last name of a step-parent or common-law parent or spouse, or a married woman who has recently begun to use her maiden name. The latter circumstances may be noted with an individual who has a Social Insurance Number with their name incorrectly spelled. For these persons, there are potential problems. A person who has been employed under different names could confuse a potential employer when references are being checked, could have difficulty in receiving Unemployment Insurance or Canada Pension Plan benefits, or could be suspected of misrepresentation in certain circumstances. When the foregoing are indicated, the person should be advised to consult the Social Insurance Number registration officer at Canada employment or to seek other legal advice. The worker should clearly note any other names; such as previous married names, that have been used by the client.

¹ Rural address could include box numbers, general delivery, rural route number, and lot and concession numbers. The post offices in rural areas often simply know the names of residents and addressing "care of" often assists delivery.

The address would, normally, be evident if the Form I is completed in the client's home. Note, however, whether the correct spelling of the street, a direction such as south, and an apartment or floor number have been given. A client may need to be informed to record the foregoing on any application.

A person should be reminded that a change of address should be provided to Canada Employment and to employers to whom applications have been made in the last three months, the period of time applications are, normally, maintained on file by companies. Otherwise, a change of or an incorrectly stated address could be a major barrier to employment as contact by letter may be delayed.

Record complete name from proof of identity and underline commonly used name. Clarify and note common names (in brackets) or other last names used. Advise regarding amendments to proof of identity. Remind the client to provide changes of address to the social services department, Canada Employment, and to employers to whom applications have been made in the last three months.

Telephone

The client's residence telephone number is routinely recorded.

When an individual does not have a residence telephone number, request the number of a friend, relative, or neighbour who will accept a message. Telephone contact is often critical for referral of persons to employment or to inform them of a start date in a programme. A worker could direct a client to provide a telephone number for messages to Canada Employment and employers if they do not have a residence telephone.

A telephone number for messages may represent a moderate to severe barrier to employment if there would be difficulty in contacting the friend, for example, to leave a message; if there is a delay in the client receiving the message; or if the usual time delay in the client receiving the message would, generally, cause that individual to be too late for the referral to employment or placement in the available programme. Clients should be advised to inform Canada Employment and employers of any changes in residence or message numbers.

Record telephone number or, if applicable, a number for messages in brackets, the brackets would designate a message number, on the Form I. Direct clients to provide this telephone number to Canada Employment and employers. Counsel an individual, if necessary, as to why time delays in receiving messages may be problematic; means of limiting delays; and to provide any change of telephone number to Canada Employment, employers, and the social services department.

Telephone

Severe Barrier	Moderate Barrier	High Employability
No residence telephone and no number for messages ¹ or an excessive time delay in receiving messages.	Telephone number for messages.	Residence telephone

Has the applicant previously applied for assistance...

If an individual has previously applied for assistance, the Form I requests that particulars be given in the narrative. Recorded in the narrative would be the client's previous history of receipt of assistance; particularly the municipality, province, and period during which assistance was received.

The foregoing information would normally be recorded for the last municipality in which assistance was received, whether that would be this department or other municipal social service department. The information is to ensure that assistance was not issued for the month in which the present application is being made or to confirm other information given by the client. Departmental files would then be reviewed or when assistance was received from another department that municipality would be contacted for income maintenance information.

Beyond the eligibility information that is required, case files within the department or other social service departments may provide a history of presenting problems and intervention that was attempted. A review of departmental files or requesting information from other departments may limit duplication of services in problem assessment and case planning.

Therefore, departmental files should be reviewed, or when contacting other municipalities for income maintenance information request a review of the file and, where possible, discuss the client's background with the social service worker who had been responsible for the case. The particular information that would be noted from departmental files or asked for from another municipality would be that dis-

¹ If the client states that they have no contact with a friend, relative, or neighbour, further assessment of the person's social network or personal factors may be indicated.

cussed in this package; such as, employment history or records, medical reports, involvement with agencies, programmes, or professionals, and other general background on presenting problems.

The history of receipt of assistance is, therefore, relevant to assessment and case planning. Recording receipt of assistance for a sufficient period, which may indicate receipt in a number of municipalities, may be necessary to indicate the period of dependency on assistance or to the last regular employment.

Record previous history of the receipt of assistance, noting municipalities, provinces, and period of receipt for a sufficient period. Contact other municipalities for information and review previous departmental files.

Personal Data - Applicant

Birthdate

The client's date of birth is normally requested or taken from documents provided as proof of identification.¹

After recording birthdate, ask the client what age they are.² Note if there is a discrepancy between the client's statement of age and birthdate. If the client is not able to clarify the discrepancy, further assessment may be indicated if such a decision is to be made for other reasons.

Age can be a barrier to employment; for example, an employer may consider a person under age 18 as inexperienced, therefore, some assessment of age should be considered in assessing employability.

Request birthdate and age. Clarify any discrepancy or note discrepancy if not clarified. Further assessment may be indicated.

Birthdate

Severe Barrier	Moderate Barrier	High Employability
under 18, or over 55	19-24 or 46-54	25-45

¹ As an example, March 01, 1950, would be recorded as 01/03/50.

² Alternately, request age then birthdate.

Education: Last Grade Completed

The grade level of the client is recorded in this section.

To elicit this information from a client, workers often ask the question, "What grade/education do you have?" The phrasing of the question in this way may not provide an accurate response or complete information. Persons who have a low education, have failed the last grade attended, or have attended a vocational programme or school may provide answers which indicate that they have a higher educational level.

A series of questions that usually provide accurate and fairly complete information when asked in sequence is:

- 1) What is the name of the last school that you attended? (Is the school mentioned a public, vocational, or secondary school; post secondary; or an adult training course. Note that training courses are not normally recorded on the Form I in this section. Recording this information is discussed under "Other Training or Upgrading Completed".)
- 2) What grade were you in when you left school?¹
- 3) Did you leave during or at the end of that school year?
(Record actual date of leaving. This identifies recency of school leaving.)
- 4) If leaving was prior to the end of the school year, ask the client the reason why. (Record comments in notes. A motivational problem, low academic aptitude, or severe environmental problems may mean counselling or an assessment may be necessary.)

An accurate statement of educational level is necessary for several reasons:

- i) educational level can be an indicator of literacy level. The Canadian Association of Adult Education states that a level of less than Grade 8 (which would include vocational education) could be an indicator of functional illiteracy. Assessment of functional literacy is discussed in this section under "literacy".

¹ For a person born in another country, a considered estimate of equivalent attainment in Ontario schools would be necessary. Such an estimate could be based on the number of years of school attended, with no years repeated.

- ii) educational level affects which programmes a client would be appropriate or eligible for. For example, grade 10 is required for many Canada Employment training programmes. Thus, discussing training may not be appropriate when the client may require an academic upgrading programme.
- iii) Low intellectual functioning or a learning disability could be indicated by a low stated education and, therefore, require further assessment.

Request and record:

- i) What was the name of the last school that you attended?
(Record)
- ii) What grade were you in when you left school? (Record on Form I)
- iii) Did you leave during or at the end of that school year? (Record actual date of leaving)
- iv) If leaving was prior to end of school year, ask the client the reason why. (Record comments)

Contact the board of education, if indicated, for academic and attendance records or testing and assessment information. Request further assessment of low academic achievement or counselling regarding upgrading or retraining, as indicated, or refer directly to a programme as agreed to by the client.

Education

Severe Barrier	Moderate Barrier	High Employability
0-8 or vocational edu- cation <u>not</u> completed	9-11 particularly if not recent or vocational educa- tion <u>completed</u>	12+

Other training or upgrading completed:

Other training or upgrading is not specifically requested on the Form I but should be recorded under education.

The client's primary or secondary school educational level as a barrier may be moderated by completion of academic upgrading or re-training. Ask the client whether a training or upgrading programme has been attended and completed; note the programme name and address and period during which the course was attended.

A person's attendance and performance on a programme can be an indicator of appropriate work behaviours. Progress and final reports for a client can be requested through the programme or Canada Employment counsellors, where appropriate.

Ask the client whether training or upgrading has been attended and whether the program was completed or not completed. Note, under education, the program name, address, and period attended.

Request performance evaluations and record significant details in notes. Request assistance in determining a further case plan as necessary.

Literacy:

Literacy is not normally determined in completing the Form I but is related to education.

That a client is literate is often assumed. Further, persons who have literacy problems often feel stigmatized and develop highly refined means of pretending literacy. Acknowledging having understood written material or stating that they have forgotten their glasses to avoid the situation are not uncommon behaviours of illiterate individuals.

There is, in general, a direct relationship between literacy and employment. Literacy is necessary to acquire access to employment-opportunities information when in printed form; such as in Canada Employment Centre job banks, in newspaper classified sections, and in personnel departments within companies. The ability to adequately complete an application form may be critical for access to employment.

For illiterate individuals, available employment vacancies may need to be verbally communicated to them and having the chance to verbally apply to employers may be necessary, but both of the foregoing could limit their employment options. Clients with literacy problems may have difficulty in maintaining employment as satisfactory performance could require the ability to read instructions and safety notices and require proficiency in communication in general.

Social service workers, therefore, need to be able to estimate functional literacy. As previously stated, an educational level accurately elicited of grade 8 or less (which would normally include vocational level education) is one indicator of the possibility of literacy problems. However, literacy may be of higher or lower proficiency than the person's stated education. Literacy, therefore, has more recently been defined in terms of "literacy activities". Literacy activities would include written, verbal, and listening skills; computation; problem solving and interpersonal relationships, which are necessary in certain aspects of employment functioning.

Therefore, four means of estimating a client's literacy will be outlined: difficulty in reading a paragraph on departmental job search requirements; ability to complete a sample application form for employment; comprehension of instructions; and understanding basic arithmetic concepts. Functional literacy is, therefore, defined here as the ability to adequately perform "literacy activities" that are necessary to acquire and maintain employment.

Firstly, as an indicator of literacy, have the client read the following job search requirements. After the client has read the requirements, ask them to tell you in their own words what the paragraph means. Difficulty with either of the foregoing would indicate literacy problems as the material is at the Grade 8 level¹ or could indicate difficulty in speaking in English:

Proper job search: Means that you must look for work no less than three full days a week. You must make at least ten applications for work a week.

A job application: Means you must go to an employer in person looking for work and does not include telephone calls.

I declare that the job search on this form is true and is to show that I have been looking for work.

As a second indicator of literacy, have the client complete, with no assistance, the major parts of a sample application form. The foregoing task could be completed, if only a part of the application, while the worker is completing the Form 3 or other documents. Minimal time would, therefore, be required of the worker.

As a note, if the client states no interest in programmes, a sample application could be completed by the client with assistance from the worker. This sample could be used by the client to facilitate completion of applications for employment.

¹ Using Robert Gunning's Fog Index. See Robert Gunning, The Technique of Clear Writing, (McGraw - Hill) 1968.

Difficulty completing the application is an indicator of functional illiteracy.

Understanding spoken instruction is a further literacy activity. If instructions are to be given to a client, note whether the client is able to repeat the instructions with clear understanding and fast comprehension.

As an optional assessment, basic arithmetic skills is a "literacy activity". If literacy level is already assumed to be low, ask the client how many inches in a foot and how many days in a year. If these questions are answered incorrectly, refer for an assessment.

Estimate functional literacy from educational level; from the client's reading of job search requirements and from the client's completing of a sample application form. If instructions are given, note whether instructions are repeated with clear understanding and fast comprehension. Request further assessment as indicated.

- A - Reading
- B - Speaking
- C - Writing
- D - Understanding spoken instructions
- E - Arithmetic (optional)

Severe Barrier	Moderate Barrier	High Employability
A. Cannot read or makes numerous errors when reading	Functional but not proficient; that is a few incorrectly pronounced words, but understands the meaning of a paragraph	Functional
B. Non-English	Broken english: ungrammatical	Fluent
C. Cannot write or has severe problems in completing an application	Writes: able to complete employment application: simple sentence structure	Correct grammar

cont'd

Severe Barrier	Moderate Barrier	High Employability
D. Understands or has severe problems in understanding	Understanding	Clear understanding with fast comprehension
E. Unable	Able to complete simple calculations	Good arithmetic skills

Birthplace

The client's birthplace can be requested or taken from documents provided as proof of identification.

If the person was born in Canada, the name of the municipality and province would be recorded. In other cases, print the name of the town or city and country.

When a person's birthplace is outside of the municipality, discussion of this fact would give the worker a history of moves from another country or region. The discussion would contribute to an understanding of the individual through social history.

Birthplace, educational history, details of previous residences, and past employment are sections of the Form I which will provide information to the worker on a client's social history. Other sections of the Form I will outline the persons present social situation: marital status/dependent children, present residence, other persons living in the home, and living conditions.

Request and record place of birth.

Proof

The section is to record the type of document that the client produces as proof of identity. Normally, this would be a social insurance number or other document*.

A proof of identity that is specifically related to employment is the social insurance number (SIN). A SIN is required by an employer when a person begins to work or to start on a Canada Employment (CEC) training programme. A worker, therefore, should know the basic procedure for applying for a number, for a new or replacement card,

so that there are no significant delays in a client receiving a SIN. Proof of identity is necessary for income maintenance reasons and to ensure that the lack of proof is not a barrier to employment.

The procedure may be summarized as follows. A client could have confirmation of a SIN within four weeks. A primary document, such as a birth certificate, is necessary to make an application. According to the Office of the Registrar General for Ontario, a birth certificate would be received within 2-3 weeks of application for this document. With a birth certificate, or other documents which will be outlined, a person applies to the SIN registration officer at the CEC -- the only government department which processes applications. At the request of a social services department or an employer offering the person employment, a number will be given in writing (an S-11) to the client by the SIN registration officer within two days of application. A validation of a SIN, when a person knows the SIN but does not have a card, can be given in the same period. Otherwise, a SIN card will be received within 4-6 weeks of application. A detailed outline of the requirements follows.

To be registered, then, under the Social Insurance Number programme, the Canada Employment Centre requires two kinds of supporting documents as proof of identity and status in Canada - a primary and a secondary document.

PRIMARY DOCUMENTS REQUIRED *

If you are a Canadian Citizen:
One of the following is acceptable.

1. Birth Certificate (available for all provinces at the CEC)
2. Canadian Citizenship (After Feb. 15, 1977 - small plastic I.D. card is acceptable)
3. Canadian Certificate of Naturalization
4. Canadian Certificate of Indian Status
5. Baptismal Certificate (if born in Quebec and Newfoundland)
6. Registration of Birth Abroad
7. Certificate of Retention of Canadian Citizenship

If you are a Landed Immigrant:
One of the following is acceptable.

1. Canadian Immigration Identification Record (IMM 1000)
2. Confirmation of Immigration Records (M & I-483)
3. Confirmation of Immigration Records (IMM-2014)
4. Passport with "Landed Immigrant Stamp"
5. Canadian Certificate of Identity

If you are neither a Landed Immigrant nor a Canadian Citizen:

One of the following is acceptable

1. Canadian Entry Record
2. Canadian Admission Record and Employment Visa (IMM-1402)
3. Record of Report (IMM-1103)
4. Permit to Enter or Remain in Canada (IMM-1154 or 1155)
5. Extension of Permit (IMM-1156, IMM-1157)
6. Manifest (IMM-60)
7. Foreign Birth Certificate (translated) English or French

ACCEPTABLE SECONDARY DOCUMENTS:

One of the following is acceptable

1. Library Card
2. Driver's License
3. Passport
4. Tax Bill
5. Baptismal or Confirmation Certificate
6. OHIP card
7. Work I.D. card
8. School report card
9. Union card
10. Diploma
11. Certificate of Degree
12. Insurance Policy
13. Formal Legal Document
14. Age of Majority Card
15. Senior Citizen "Bus pass"
16. Senior Citizen "drug plan" card
17. Letter from Doctor or other professional person
18. Student's card

In the case where a female has been married, divorced or widowed, it is necessary to supply all documents supporting her marital status. Examples being: marriage certificate, decree nisi and death certificates.

If a person is unable to supply documents as to the present status a Statutory Declaration can be made in a CEC office.

Record name of document provided as proof of identity. If applicable, outline the application process for a Social Insurance Number and the necessity for immediate application for a new or replacement card.

Health

This area usually requires simply the recording of good, fair, or poor for health as indicated by the client.

A few simple questions, even when health appears good, may be informative. A client may state that their health is good, for example, but may have recently had an extensive hospitalization, may have partial vision or hearing, or may be under psychiatric care. Questions that would be normally asked of a client would be:

Ask whether the person considers their health to be good, fair, or poor; then ask:

- i) Do you have a family physician? (If yes, record physician's name and address)
- ii) When did you last visit a doctor? Do you remember the reason for the visit? Have you had to see a doctor for anything more serious in the past few years? (Record any problems that may have present relevance)
- iii) Have you ever been hospitalized? (If yes-) Which hospital was that? (Record any problems that may have present relevance)
- iv) Do you have any physical problems or limitations? (Record)
- v) Are you taking any medication? (Record)
- vi) Are you or have you been involved with any counsellors or social workers; treatment or rehabilitation programmes; psychologists or psychiatrists? (Record)

Note any tendency of the client to deny, minimize or exaggerate details of health and whether the client may gain something from his circumstances by certain of the foregoing behaviours.

Note, also, any unusual characteristics of general appearance. These characteristics would include unusual posture, facial expressions and gestures, speech, the person's emotional state; particularly anger, anxiety, irritability, or depression and the individual's thought processes, ability to remember, or ability to answer questions.

Clients will normally provide the foregoing information if asked in a matter-of-fact and concerned manner. The information is, of course, considered by the department for determining "employability", special diets, special assistance, and case planning.

If the person complains of, or appears to be in poor health, the completion of a medical, Form 4, may be advisable. Therefore, a discussion of how to read a medical for the purpose of case planning follows. The material is in the format of the medical, Form 4, (Appendix C). A particular reason for this outline is that, often,

only the physician's opinion of employability is considered by a worker. For eligibility purposes, only this opinion may be relevant; however, a review of the medical and discussion with the client may indicate the need for referral for treatment, rehabilitation, or disability pension which could shorten the period that the client is in receipt of assistance.

Complaints and History of Present Impairment, Section 1 a)

- with no specific diagnoses

Certain complaints indicated may have no specific diagnoses. These complaints are indicators that a further assessment could be considered. Complaints with no specific diagnoses to consider as requiring further psychological or social work assessment are:

Fatigue; shortness of breath; dizziness; "pain" in the form of headache, back pain, chest pain, or abdominal pain; diarrhea or constipation; nausea; difficulty concentrating or memory loss; anxiety or depression.

Even if there is a diagnoses of the foregoing complaints, or the physician indicates that the person is unemployable for less than six months, for example, the worker would normally still consider further assessment or a specific case plan.

- with a specific diagnoses

When the impairment has a specific diagnoses, the question, then, is whether the impairment is temporary or permanent. This distinction would assist in determining what course may be considered.

If impairment is temporary; for example, broken bone or minor surgery, no specific case plan may be possible. However, the client may agree to consider preparatory steps to employment; such as an appointment with an employment counsellor or a screening interview for a programme.

If the impairment is considered permanent; for example, heart disease or major surgery, rehabilitation, such as through Vocational Rehabilitation, or submission for a disability pension may be considered. Note that if the physician's indication of the extent of impairment needs clarification; for example, the physician states unemployable for a period, for a person whom the department had perceived as permanently unemployable, discuss the opinion with a supervisor and consult the physician or other professional as indicated.

As implied by the foregoing discussion, complaints are considered in conjunction with diagnosis and prognosis, sections 3 and 4 respectively of the Form 4. Case planning would be directed, in part, by Present Treatment, section 5, if any.

Date Impairment Commenced, Section 1 (b)

When the impairment was recent, the recommendations indicated in the previous section would be considered. When the impairment has been present for a period of time, other information would be required to determine an appropriate case plan. That is, has the client held regular employment with no difficulty or had rehabilitation services since the impairment occurred. Information from these sources and further assessment may be indicated in determining whether there are barriers to employment.

Diagnosis, section 3

As discussed, if complaints have no diagnosis, a further assessment may be indicated. Otherwise, note the diagnosis and determine what treatment plan, if any, has been considered. This may be given under section 5 of the Form 4, Present Treatment. Discuss with a physician or other professional, if necessary.

Note that the diagnosis may be a physical, mental, alcohol or drug abuse problem. Physical problems would, generally be outlined by the physician. Mental difficulties may be referred to by a physician as a psychiatric problem or low intelligence. Psychological or psychiatric reports requested by the department or from other agencies or government departments would provide a further assessment of a problem. Alcohol or drug abuse problems may be mentioned by a physician, or acquired from a client's comments or from other professionals.

Prognosis, section 4

Prognosis would include whether any improvement or change in the condition is to be expected. If the prognosis is determined, to be considered is whether the impairment is temporary or permanent. This consideration was previously discussed in conjunction with complaints and will, therefore, not be repeated here. A discussion of undetermined or unstable prognosis, however, is necessary.

If the prognosis is undetermined or unstable; such as with certain psychiatric diagnoses, or alcohol or drug abuse problems, the case would be discussed with a resource person with expertise in the problem area

to determine whether a case plan is possible. With psychological or psychiatric disorders, a psychiatrist, psychologist, or physician would normally be contacted.

When alcohol or drug abuse problems are indicated, the client's acknowledgement of the problem is primary if the person is to be referred to an appropriate programme. If the client does not acknowledge the problem or does not benefit from a programme, the department is left to determine whether the client should be considered employable or unemployable and, therefore, whether any expectations should be placed on the individual. For direction in regards to such cases, the Addiction Research Foundation or Alcoholism Treatment Centre could be contacted.

Limitations Imposed by the Impairment, section 6 and section 7

The physician may or may not indicate the period or extent or "unemployability". Contact with the physician may be necessary when the medical indicates several impairments but not:

- i) the degree or extent of the impairments, and/or
- ii) which, if any of the impairments, limits "employability".

Further, the client may not consider that a stated impairment limits their employability, even though the medical indicates "unemployable" for a certain period. The social service worker could discuss with the client whether they consider an impairment to be permanent, temporary, or of no significant limitation to their employability. Further counselling may be indicated.

If the physician and the client do not expect "treatment...to render the person employable", then referral for disability pension would be indicated.

Does person require....sections 8 - 11:

Note any requirements that the individual has, particularly special diets, and complete the necessary income maintenance adjustments to budget, requests for special assistance, or requests for service.

Other recommendations

When the physician has stated other recommendations, these should be considered.

In your opinion, would you consider this person to be...:

As previously stated, each section of the medical would be reviewed by the worker in relation to this opinion. Further, as discussed under the section outlining complaints, if a physician's opinion of a person's employability requires further clarification for understanding, discuss with a supervisor and consult the physician or other professional as indicated.

The Medical Review Board normally would require a psychiatrist's or psychologist's report to confirm unemployability for psychiatric or psychological reasons. Therefore, even when a general practitioner states that the client is permanently unemployable or disabled for the foregoing reasons, a psychiatric report or a psychological report, paid for by the department, would be necessary.

The client would, then, be consulted in determining if referral for treatment, rehabilitation, or disability pension would be agreed to by them.

FOR CHART: A = Physical D = Drugs
 B = Mental types - a) prescribed medication
 C = Alcoholism b) drug abuse

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
A. Chronic recurring problems: obvious limitation: may need re-training	Medical situation stable: controlled handicap: may need remedial training	No limitations
B. Hospitalization within last five years: frequent outpatient visits: heavy medication: borderline intelligence	Hospitalization over five years ago: periodic out-patient visits: light medication: dull-normal intelligence	Known problem or limitations
C. i) Chronic a) established problem b) uncontrolled ii) Past effects of drinking noticeable iii) History of drinking on job	i) Previous history of drinking problem over three years ago ii) Has problem but still functional iii) Controlled problem	No problem

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
D. i) a) Must have drugs to function b) addicted ii) Non functional iii) Past usage produced physical damage	i) Controlled (needs to function: maintenance level) ii) Recovered (no established usage in past 3-5 years)	No past or known problem

Personal Data - Spouse

Personal data, as previously discussed, would be recorded for a spouse.

The foregoing information may be relevant for employment and case planning purposes with spouse. When a person is separated from a spouse, certain of the foregoing information may be necessary for cross-reference of files to acquire previous background or for other reasons required by the department.

(b) Next of Kin

Requested is the name, address, and relationship of a next of kin of the applicant or other person for emergency purposes.

2 (c) Marital Status / 3. Dependent Children

Whether the person is single; is married or living common-law¹; or is widowed, divorced, separated, or deserted is recorded with the date and place of the foregoing under marital status. The section on dependent children records the names, sex, birthdate, birthplace, and school grade.

Marital or family situation is one of several sections which provide information on a person's social situation. Refer also to the sections on residence history, living conditions, and sections on other persons living in the home. If marital problems or other family related problems are evident, these may affect a person's employment related behaviour. Further, ask the client whether their absence from the home will create any problems for other family members.

¹ With a common-law relationship, recording the beginning date of the relationship and separation date would clarify social history.

For a person recently widowed, divorced, separated, or deserted, emotional adjustment time and legal problems may need to be considered. With certain of the individuals mentioned and for some single persons, there may be a limited social network. Limited contact with others may necessitate referral to community resources that provide ongoing supportive personal and employment counselling or self-help groups.

Marital/Family

- stability

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
Domestic crisis-level problems; severe illness of family member, needed in home; limited or no social network or no family support	Employment conditional depending on stability of home situation	All conditions stable

A barrier to employment may exist for a head of a family with a spouse and dependent children if the wages they are able to earn are less than or are equal to General Welfare Assistance.¹ Retraining into a higher paying occupation may be a possible solution to this problem.

- earning capacity

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
Earning capacity below welfare assistance	Earning capacity equal to welfare assistance	Earning capacity above welfare assistance

Under marital status is also recorded whether the applicant or spouse has been previously married. Details of names and addresses of spouses; if applicable, and dates of marriage and then separation, desertion, or divorce dates would be recorded.

¹ There are two practical ways of determining earning capacity:
 1) Ask the client for the wages he was previously earning in an occupation; and 2) Contact Canada Employment for average wages in particular occupations. Compare the figure to the welfare assistance budget for the family by multiplying the wage by a 35-40 hour week and, then, a 4.33 week month.

The details of the Ontario Hospitalization Insurance Number (OHIP) and Social Insurance Number (SIN) for the applicant and spouse are recorded. The relevance of and application procedure for SIN are discussed under the section on proof.

The SIN for a separated spouse, if applicable, could be used for identification of that spouse if considered necessary by the department.

Record details of marital status and details for any dependent children. Record details of previous marriages. Note details of OHIP and SIN for applicant and spouse; for separated spouse if required by the department.

Refer for personal, marital, family, or employment counselling as requested or agreed to by the client.

Special Diets

Whether the applicant, spouse, or dependent children require special diets is recorded.

This information should be integrated with the background elicited from the client regarding health. A medical, Form 4, would normally be issued.

Record whether a special diet is required by the applicant, spouse, or dependent children. Integrate with details of health and issue a medical.

4. State in detail, reasons why aid is required.

5. Residence

The number of years and months of residence in Ontario immediately prior to the application are recorded. Then, details of previous residences prior to the person's present address are listed.

If a client has difficulty in providing connecting dates and addresses, this could indicate that the client has memory difficulties, which may or may not be a presenting problem, or that false information is being given.

Continual address changes could indicate behavioural problems with family, relatives, friends, other tenants, superintendents, or landlords, or be an indicator of a history of non-payment of rent.

The conditions or situation at the present address and a history of address changes could indicate that the client has difficulty in finding or maintaining stable housing. The discussion is continued under the section on living conditions.

The worker could note that continual moves of residence could have contributed to a person's poor academic achievement, to difficulty in developing relationships, to difficulty in remaining in employment, or be an indicator of difficulty maintaining employment because of personality disorders, limited occupational skills, alcoholism, or other reasons. The foregoing may require further assessment.

Record number of months and years of residence in Ontario and details of previous address.

Record client statements and consider the presence of other problems. Discuss reasons for address changes with the client. Refer for assistance in locating housing, if requested.

Residence

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
Institutional setting (hospital, jail, etc.) or numerous address changes within a short period.	Halfway house, hotel, motel, or living temporarily at an address	Private home or apt. which is a permanent address

6. Income

a) Past and present employment

Required by the Form 1 in this section is a list of past and present employment for the applicant and all members of the household: which would include part-time and irregular employment, casual, and odd jobs. The foregoing should cover a sufficient period for each person to indicate the last regular employment. The details required are name and address of employer, number of hours worked monthly, weekly wages, period of employment, and reason for leaving employment. (That the client is employable is noted here, and the occupational code into which the client is registered at Canada Employment is also recorded.)

The foregoing details need to be interpreted in terms of whether potential barriers to employment are indicated. The employment record would be viewed with regard to recency of last employment, turnover rate in the last year or length of employment in the last year, reasons for termination, the person's employment related behaviours, skill level, and tools required, if any. The scale for this section will assist with the assessment.

Of particular note for eligibility and case planning is the client's reason for leaving employment. Utilizing third person information; that is, other than the client's statement, is important here. Separation certificates and employer statements, particularly by telephone, are critical. When contacting an employer, request the type and skill level of the job held by the client, reason for leaving, ability to learn and function on the job, and if there was a history of attendance, lateness, or behavioural problems.

A client who has been terminated may have been so for reasons beyond their control. A client terminated from employment for reasons of having limited skills may require retraining. Difficulty learning, if indicated, may require assessment and particular retraining programmes. If the client had quit or been fired, inadequate work related behaviours; for example, punctuality or communication problems may have been identified. The reason for a client not maintaining or, in fact, not acquiring employment may be the person's demands for particular wages, acceptable hours, geographic location, or environmental conditions.

When the client has been laid-off, which has been confirmed, the worker could request whether there is an expected recall date. If the employer replies that the client will definitely not be recalled, this could be an indicator of more serious problems. An employer who states that the client will be recalled, but the date is unknown, could be asked if they would provide the client with a letter of reference. If a reference would be provided, the client could be advised of that fact. When a reference would not be provided, further concerns may be present.

A worker would need to integrate a client's statement, in respect to a perceived problem, with employer statements and, perhaps, involve the input of an employment counsellor in deciding, if a particular problem or case plan is indicated.

When recording an occupational code, the code should be that on the client's "record of registration card" commonly called a "man-power card". The occupational code identifies the Canada Employment counsellor responsible for clients registered in that occupation. You may want to contact the counsellor to discuss the client's employment problems, history of contact with the CEC, or other issues.

Record details of past and present employment for a sufficient period. Request a further assessment of problems indicated and refer for employment counselling or job readiness or retraining programmes as agreed to by the client.

Past and present employment

- | | |
|--|--|
| A = Recency of Employment
(use of skills) | D = Work behaviour
(specify in notes) |
| B = Turnover rate in the last
year and/or length of
employment | E = Skill level |
| C = Reasons for termination | F = Tools required |

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
A. More than six months ago.	Less than six months ago	Less than one month ago
B. Four or more in last year Less than 3 months in last year	Two-three in last year Three-six months in last year	One or none More than six months in last year
C. Fired or quit within client's control	Fired or quit with extenuating circumstances	Laid-off: Shortage of work (confirmed)
D. Continuing lateness or absenteeism: reports being told what to do: difficulty learning or performing the job: kept to themselves on the job	Incidents of lateness or absenteeism: incidental problems which were corrected	Reliable, punctual, communicated well with others
E. Unskilled	Semi-skilled	Skilled (record credentials or training received)
F. Requires automobile or driver's licence has been suspended	Requires work tools, safety equipment, or work clothes	No requirements

B. Rental Revenue / C. Roomers or Boarders / D. Other Income

The details of this section are extensive and, therefore, are not outlined here. Refer to the relevant sections of the Form I.

As the foregoing is extensive, comments will be made on specific points in brief form.

Certain information in this section of the Form I refers to other persons in the home paying rent or room and board and are, therefore, not necessarily family members. A worker could ask a client whether the persons in the home are supportive or create problems for the client in searching for employment. If several persons in the household have been unemployed for an extended period, the worker may need to consider the influence of other persons on the client.

If a client has been receiving Workmen's Compensation (WC) benefits, the worker may need to contact the W.C. Board for medical information and the extent of disability and whether the W.C. Board will assume rehabilitation responsibility.

When reviewing sources of previous income, note whether the client has been dependent on others for an extended period. The reasons for that dependency may continue into receipt of assistance unless the reasons are determined. Limited intellectual functioning, psychological problems, or other severe barriers to employment, or causes within the control of the client may be reasons for continued dependency.

Certain clients expecting large insurance claims or inheritances may decide that there are reasons, for the present, not to work which, as case histories have shown, mean a period out of the work force making re-entry difficult.

Record income from rental revenue, roomers and boarders, or other income. Refer to package notes on this section.

7. Assets

Refer to the Form I for details of this section.

Noted in this area is whether the client owns an automobile. An automobile may increase a client's employability. Future assets expected was referred to in the previous section.

B. Real Property

Property owned or life leased is recorded in this section giving necessary details of property description.

C. Estate of a Deceased Spouse

An estate, will, and letters of probate or administration are recorded.

D. Life Insurance

Life insurance on applicants and dependents is recorded, giving details of the policies.

8. Debts

Details of debts are recorded on the Form I.

Debts, in general, could demoralize an individual affecting motivation to work; for example, an unskilled individual may feel that they are unable to earn sufficient wages to meet debt payments and ordinary living expenses. Credit counselling to assist an individual in the management of debts and retraining into a higher paying occupation may be possible solutions to the problem.

When debts result in a garnishee or the client's applying for bankruptcy, a severe barrier to employment could be indicated. The person, again, may need credit counselling to discuss management of a garnishee or dealing with bill collectors who may phone that individual's place of employment.

Related to this section are excessive residence costs discussed under living conditions. Family stability could, also, be affected by the stress of debts. Spouses may separate so that the woman could have the stability of welfare assistance.

Record debts and concerns regarding debts, particularly garnishee or bankruptcy. Refer for credit or budget counselling.

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
Garnishee possible or bankruptcy claim pending	Debts requiring credit counselling	No debts or debts being managed.

9. Living Conditions

Details of living conditions are recorded. Particularly relevant in this discussion is whether the person owns the residence or is renting or boarding, number of rooms, costs shared, condition of property, costs, and name and address of landlord.

Particularly if the person owns or rents at the present address, rent, mortgage, or taxes in arrears or costs which exceed the person's general welfare assistance budget could be a presenting problem. This situation would be discussed with the client. If there are no immediate answers, the worker would discuss the situation with a supervisor and refer the client for appropriate assistance if requested.

Problems relating to other persons living in the home has been discussed in a previous section. When costs are shared, a failure of the person to be reliable in contributing could be a problem. A difficult situation may be noted by the client if family size exceeds the number of rooms; for example, the client may be sleeping on the couch.

Finally, the conditions of a living situation may be unsanitary among other poor conditions. The foregoing details would be considered along with details of residence previously discussed. For example, a history of acquiring residences with excessively high rents and unsanitary conditions would require particular intervention for that client if counselling is agreed to.

Record details of living conditions and refer for home management counselling as requested by the client.

Living Conditions

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
No housing: unsafe or unsanitary: pending eviction	Inadequate room: rent too high	Adequate

Employability Indicators Not Elicited Through the Form I

Employability Indicators not elicited through the Form I

Appearance

Appearance can be an indicator of poor or unstable social situations, limited life skills, or psychological problems. Any of the foregoing could affect the client's ability to acquire or maintain employment. Programmes which develop appropriate habits are critical for severe barriers.

Appearance can be influenced by dress/grooming and physical appearance, in some cases. Refer also to the section on health for a discussion of the details of general appearance to note.

Appearance

A = Dress/grooming

B = Physical

C = Attractiveness (if applicable)

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
A. Inadequate or inappropriate dress: unkempt appearance: dirty: etc.	Will dress up and clean up if job dependent on it: needs help in securing adequate work clothing	Good clothing and grooming appropriate to job
B. Obesity or other	Some detraction from physical appearance	Average or better
C. Unattractive physical appearance	"	"

Job Search Skills

As an indicator of the adequacy of a client's job search knowledge or behaviour, workers often ask a client "how they look for work". The answer may not be an adequate indicator. A client may provide what appears to be an adequate response; for example, the client states that they use the Canada Employment Centre (CEC) and contact companies directly. The answer may not be an accurate indicator for the following reasons:

- i) the client's statement of what they do to look for work does not tell you if they know how to approach an employer or adequately complete an application form.
- ii) the issue remains as to whether the client is actually using the approaches stated or is consistently behaving in this manner. Whether the client will provide an accurate response could be influenced by what they believe is necessary to be eligible for assistance.

Adequate job search knowledge could be assessed as follows:

- a) An indicator of whether a client has adequate knowledge is the answer to the question, "Has anyone at any time, discussed with you how to look for work?" If knowledge has been acquired recently through a programme or a counsellor, then the probability is that the client could carry out an adequate job search. Clients with a higher level of academic functioning may indicate that knowledge has been learned through self-study. Other than this, a significantly high probability exists that a "no" response means that the client has inadequate knowledge.
- b) Adequate knowledge means, also, the ability to complete an application form for employment. Job search will likely be ineffective if the client has difficulty in fully, accurately, and neatly completing an application form. Having the client complete a sample application was previously discussed under literacy.

Adequate job search behaviour could be assessed by several means:

- I) An indicator of adequate job search behaviour is the answer to the questions, "How do you plan your job search?". Limited and, perhaps, inadequate behaviour would be indicated by the response, "I just go to a different area or street each day" and "go to places from memory of the area".

A wide ranging, planned, and informed job search would be, generally, more effective. This would include contacting friends and relatives to develop a network of employment contacts; contact with an employment counsellor and use of the CEC job bank; and direct contact with companies in a planned manner after researching the companies being contacted through industrial indexes, telephone yellow pages, or other sources of information on companies available at CEC's or public libraries.

- II) Adequate job search, in part, could be assessed by reviewing the completeness of the job search record provided by the client to the department. That a client is functionally literate should, of course, be determined before job search forms are issued.

Completeness would include the names of persons contacted or that an application was completed. No applications completed and no referrals from the CEC for a period of one month requires attention by the worker.

- III) A client's job search behaviour could be discussed with a CEC counsellor or other employment counsellor with whom the person deals. If the client has not seen a counsellor in the last three months, a referral should be made. Normally, the worker would refer, or telephone, an employment counsellor so that background information and a request for feedback can be stated. A client should not, normally, be asked to contact a counsellor on their own as the client may perceive this as a requirement for eligibility, creating communication difficulties with counsellors.

Note that certain clients are alienated from bureaucracies; that is, clients do not believe bureaucracies will be of assistance to them. If providing a client with further information on services of the CEC does not appear sufficient to limit any felt alienation, then alternate employment services should be considered.

Clients, normally, would be registered for employment at the CEC. A person, however, can only receive service if they maintain an active file. That a person is maintaining an active file should be confirmed by the worker at every contact with the client by asking to see their "Manpower card". This card is to be stamped every 28 days to maintain an active file. Clients who are not actively registered often claim to have forgotten or lost the card. A worker should request immediate verification.

Finally the issue of client dependency can be noted. The foregoing indicators of limited or inadequate knowledge or behaviours may call for intervention by the worker. Otherwise, if for reason of having barriers, a client becomes frustrated by continuing unemployment, they could become more concerned with completing job search forms to ensure eligibility for assistance.

While the client is responsible for their own behaviour, a worker, however, could reinforce dependency. A worker could reinforce dependency by only ensuring that the client comply with procedures for eligibility; that is, that job search forms be submitted before assistance is issued, without careful review of the forms or other indicators of adequate behaviour. High caseloads and other factors are, of course, intervening variables in the time which can be given to case planning functions.

Refer for appropriate counselling or to job search programmes as indicated for job search skills and vocational goal setting.

Job Search Skills

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
Cannot adequately complete application or resume: has not <u>learned</u> how to look for work: goes only to major industries and retail districts: limited knowledge of job market	Requires assistance to improve job search skills and knowledge of potential employers and job markets	Verbal in interview and on application: high person sale ability: well prepared resume

Vocational Goals

Related to job search skills are vocational goals. A client who does not have specific vocational goals will probably have no direction in their job search, and their approach to employers is probably, "I'll do anything". When the client is not specific regarding employment experience and goals, the employer would not immediately be able to determine the client's appropriateness for a particular occupation within the company. Research has indicated that an employer's decision to hire is made within 2.8 minutes of contact with a person¹. The first remarks, attitude, and appearance, then, are critical to employment.

If a client states a vocational goal, the worker could note whether the vocational goal is appropriate to the client's experience, education and the employment market. Persons with low general learning ability may choose vocational goals on the basis of limited experience in their immediate environment. As an example, helping a friend or relative replace a fan belt on a car seems simple enough and they feel, therefore, that becoming an auto mechanic would be achievable for them. These persons often do not know the actual occupational demands or the requirements for auto mechanic certification.

Even persons with a higher level secondary or post - secondary education often are not clear as to their vocational interests or may know only what employment activities they dislike which creates problems for them in defining a vocational direction. As with persons

¹ Canada Employment and Immigration Commission, Creative Job Search Techniques package.

with low learning ability, the foregoing is due to limited real experience with different occupations.

Clients with inappropriate vocational goals may react defensively if there is discussion to convince them to consider alternate goals. Employment counselling, but more probably, job readiness programmes, would be necessary to assist the client in developing appropriate vocational goals.

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
No specific vocational goals: goal inappropriate to education and experience: expectations generally unrealistic	Generally defined vocational goals which are appropriate to education and experience	Specific and appropriate vocational goals

Legal Barriers

A legal barrier may be a criminal record or court dates pending. A criminal record may affect whether an employer will hire an individual. A client may need assistance in dealing with this issue or in attempting to become bonded.

A court date pending usually means a client would not be considered for retraining or rehabilitation programmes until completed. Employers would be unwilling to hire persons pending court dates.

Request information on criminal record or court dates

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
Severe criminal record: court date(s) pending	Criminal record not recent or misdemeanors	No record or court dates pending

Transportation, Public or Private

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
None or remote from employment site	Marginal; infrequency of availability	No problem

Ask and note whether transportation is a problem.

Child Care Needs (if applicable)

SEVERE BARRIER	MODERATE BARRIER	HIGH EMPLOYABILITY
1. Problem child (physical or behavioural problems)	Stable child care	No need for care
2. Pre-school children and child care arrangements unstable or unsuitable		
3. Child care arrangements not available		



Ontario

Ministry of
Community and
Social Services

APPLICATION FOR
Assistance under the General Welfare Assistance Act
An Allowance under the Family Benefits Act

FORM 1

Name of applicant	(Surname)	(First Name)	(Second Name)
Address:	(Number)	(Street)	(City, Town, etc.)
	(Township)	(County)	(Postal Code)
	(Municipality)		
Maiden name if applicable	Tel. No.	Municipal Code	R.O.
			FWA

Has the applicant previously applied for assistance under the General Welfare Assistance Act or an allowance under the Family Benefits Act

Yes ☐

No ☐

If 'yes', give particulars in narrative.

2 PERSONAL DATA	Name	Birthdate D/M/Y	Education Last Grade Completed	Birthplace	Proof	Health
(a) Applicant						
Spouse						

(b) Next of Kin:	Name	Address	Relationship
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(c) Marital Status of Applicant:					
Single ☐	Married ☐	Widowed ☐	Divorced ☐	Separated ☐	Deserted ☐
Common-Law ☐					
Date:					
Place:					

If applicant or spouse previously married please provide details

Does applicant or spouse have OHIP coverage? . If so, are premiums paid directly; through pension deductions or otherwise?

Give details:

1) Applicant:	OHIP No.	Social Ins. No.
2) Spouse:	OHIP No.	Social Ins. No.

Are special diets required by applicant, spouse or dependent children? Yes No

3 DEPENDENT CHILDREN

Given Name(s) and Surname(s) under which Birth was registered for each child	Sex	Birthdate D/M/Y	Birthplace	School Gr.

4 STATE IN DETAIL REASONS WHY AID IS REQUIRED

5 RESIDENCE IN ONTARIO IMMEDIATELY PRIOR TO THE DATE OF THIS APPLICATION

Details of previous residence: Years Months

6 INCOME

A. Past and present employment: (List employment of applicant and all members of household: include part-time and irregular employment, casual and odd jobs.)

(Give record of past employment of all employable members of household, cover a sufficient period for each person to indicate period of last regular employment.)

Period for each person to indicate period of last regular employment.						
Employee	Employer (Name of Person Firm or Corporation)	Employer's Address	Number of hours Monthly	Weekly Wgs.		Period of Employment
				Gross	* Net	From Mo. - Yr.
Reason for leaving Employment				* amount actually received		

B. Rental Revenue Yes ☐ No ☐

Name		Relationship	Type of rental	Rate: weekly or monthly	Date commenced	Date ceased

C. Roomers (R) or Boarders (B) Yes ☐ No ☐

Name	R/B	Relationship	Date of birth	Rate, weekly or monthly	Date commenced	Date ceased

Is any roomer or boarder a child of the applicant and a beneficiary of Family Benefits, a student, or in receipt of General Welfare Assistance?

Yes ☐ No ☐

If yes, provide details

Is there any other person living in the home? Yes ☐ No ☐ if yes, provide details

D. Other income of applicant, spouse or any dependent Yes ☐ No ☐

Description	Reference #	Date Commenced	Monthly Amount	Date Commenced	Monthly Amount
Old Age Security and G.I.S.					
Annuities Superannuation Pensions					
Insurance Benefits (Details)					
Farm or Business (Details)					
Alimony or Separation Payment					
Maintenance from putative father or deserting husband					
Mortgage Receivable - Loan Agreement					
Training Allowances (Detail Expenses)					
Pension Act (Canada)					
Unemployment Insurance Act (Canada)					
War veterans Allowance Act (Canada)					
Civilian War Pensions and Allowances Act (Canada)					
Official Guardian					
Canada Pension Plan (Canada)					
Quebec Pension Plan (Quebec)					
Workmen's Compensation Act					
General Welfare Assistance Act					
Compensation for Victims of Crime Act, 1971					
Other (Specify)					

Is applicant, spouse or dependent child in receipt of any regular or periodic contribution from relatives or other sources?

Yes _____ No _____

If yes, provide details in narrative..

Is applicant, spouse or dependent child in receipt of Public Assistance other than for which the application is being made?

Yes _____ No _____

If yes, give rate \$ _____ and date commenced _____.

Has applicant, spouse or dependent child received a student award? Yes _____ No _____ If yes, provide details in narrative.

Has application been made for any of the above types of income? Yes _____ No _____ If yes, provide details _____

Is any future income expected from any source? Yes _____ No _____ If yes, provide details _____

Means of subsistence of applicant and/or spouse

Did applicant and/or spouse serve in allied armed forces? Yes _____ No _____ If yes, dates and particulars _____

7 ASSETS

A. Check for each item held by applicant, spouse or dependent children at the time of application

Type	Yes	No	Description	A	S	C	Amount	Type	Yes	No	Description	A	S	C	Amount
1. Cash on hand								7. Loans, notes							
2. Bank accounts								8. Accounts collectable							
								9. Official guardian							
								or public trustee							
								(money in trust)							
3. Credit unions								10. Interest in							
4. Safety deposit box								Automobile or Truck							
5. Bonds, stock shares								11. Interest in business							
and other securities															
6. Mortgage receivable								12. Other							

Are any future assets expected? (such as unadjusted claims, insurance, an inheritance, or lawsuit pending)

Yes ☐ No ☐ If yes, describe fully in narrative

B. REAL PROPERTY Yes ☐ No ☐

Description and Location	Applicant Spouse Dependent Children	Owned or Life Lease	Rented Vacant Occupied	Year Purchased	Assessed Value	Market Value	Balance of Mortgages
Plan or Township and County or Street Address and City or Town							

Transfer of property -- real or personal --

Has any property or assets been transferred by applicant, spouse or dependent children within three years prior to this application?

Yes ☐ No ☐ If yes, give details in narrative.

C. ESTATE OF DECEASED SPOUSE

1. Was there any estate? Yes ☐ No ☐ 2. Was there a will? Yes ☐ No ☐

3. Have letters probate or letters of administration been applied for? Yes ☐ No ☐

LIFE INSURANCE (On Life of Applicants and Dependents)

Policy No.	Applicant Spouse Dependent Children	Name and Address of Company	Beneficiary	Face Value	Cash Surrender Value	Monthly Premiums

8 DEBTS

Name of Creditor	Details	Verified	Amount
		Yes No	\$

9 LIVING CONDITIONS

A. Is person in hospital, nursing home or other institution?

1. If yes, give date entered _____

2. Name, address and type of institution _____

3. Rate paid by: GWA ☐ OHIP ☐ Other ☐ (specify) _____

B. Is applicant boarding? Yes _____ No _____ If so, with whom? _____

Effective date _____ Monthly rate _____ Relationship _____

C. Other living arrangements: - Expenses must be verified

Type of accommodation	Owned ☐ Rented ☐	Rent	Weekly	Monthly	Yearly
Number of rooms	Attached ☐ Detached ☐	Mortgage, principal and interest			
Fuel: paid by applicant ☐ or included in rent ☐		Taxes (gross)			
Are any costs shared? Yes ☐ No ☐ If yes, give applicant's share		Fire insurance (building and contents)			
Condition of property		Present mortgage balance			
Utilities (Hydro, water, phone)		Tax arrears			
Give additional details of mortgage if necessary					
Name and address of landlord					

10. DECLARATION

I, _____ do certify that:
(Full name)

1. I am the applicant named in the foregoing application (or the person making application on behalf of the applicant).
2. All the statements in the foregoing application are true to the best of my knowledge and belief and no information required to be given has been concealed or omitted.
3. SHOULD AN ALLOWANCE OR ASSISTANCE BE GRANTED TO ME/TO THE APPLICANT ON THE BASIS OF THE FOREGOING INFORMATION, I UNDERTAKE TO NOTIFY THE DIRECTOR OR HIS REPRESENTATIVE OF ANY CHANGES IN MY/HIS CIRCUMSTANCES, ESPECIALLY THOSE PERTAINING TO ASSETS, INCOME AND LIVING ARRANGEMENTS.

Dated this _____ day of _____, 19 ____.

Witnessed by
(signature of welfare administrator or
representative, or intake authority)

Signature of applicant
or
signature of person making application on behalf of applicant

Witnessed by
(signature of welfare administrator or
representative or intake authority)

(Signature of spouse
if applicable)

TO BE COMPLETED BY WELFARE ADMINISTRATOR OR REPRESENTATIVE OR INTAKE AUTHORITY

Is applicant capable of managing the assistance?

Yes ☐

No ☐

If "no", provide details and recommendations

Do you recommend a mail out report?

Yes ☐

No ☐

The following forms, documents, certificates are attached: _____

Documents to follow: _____

EA SUMMARY BEYOND ELIGIBILITY

Name _____ Birthdate _____ Date _____ Worker _____

Indicator	Sev.	Mod.	High	Comments	Resources
Telephone					
Age					
Education:					
— last grade					
A reading					
B speaking					
C writing					
D understanding				E arithmetic (optional)	
Health:					
A physical					
B mental					
C alcoholism					
D drugs					
Marital/Family:					
A stability					
B earning capacity					
Residence					
Employment:					
A recency					
B turnover					
C termination					
D behaviour					
E skill level					
F tools req'd.					
Debts					
Living Conditions					
Appearance:					
— dress					
— attractiveness					
Job Search Skills					
Vocational Goals					
Legal					
Transportation					
Child Care Needs					

continued over . . .

Client's statement of goals and problems:

Worker's summary statement of problems (priorized):

Initial plan of action, steps planned (and agreed upon) relating to the above problems, and summaries of progress:



Ontario

Ministry of
Community and
Social Services

MEDICAL REPORT AND
CERTIFICATE IN RESPECT OF IMPAIRMENT

FORM 4

☒ General Welfare Assistance; ☐ Homemakers & Nurses Services; ☐ Family Benefits.

NOTE - KINDLY COMPLETE BOTH SIDES OF THIS FORM

NAME OF PERSON EXAMINED -	SEX M ☐ ; F ☐	DATE OF BIRTH D. /M. /Y.
ADDRESS		

1. a) COMPLAINTS AND HISTORY OF PRESENT IMPAIRMENT

b) DATE IMPAIRMENT COMMENCED: _____

2. EXAMINATION: (i) Mental Alertness _____ (iv) Pulse _____

(ii) Height _____ (v) Blood Pressure _____

(iii) Weight _____ (vi) Other Findings _____

Urinalysis: _____

3. DIAGNOSIS: _____

4. PROGNOSIS: _____

5. PRESENT TREATMENT: _____

6. LIMITATIONS IMPOSED BY THE IMPAIRMENT: _____

7. WITH OR WITHOUT TREATMENT WOULD YOU EXPECT SUFFICIENT RECOVERY TO TAKE PLACE IN THE MENTAL

OR PHYSICAL CONDITION OF THIS PERSON AT ANY TIME IN THE FUTURE TO RENDER THIS PERSON

EMPLOYABLE? YES ☐ ; NO ☐

8. DOES PERSON REQUIRE NURSING HOME CARE? YES ☐ NO ☐

IF 'YES', PROBABLE LENGTH OF TIME

9. DOES PERSON REQUIRE THE SERVICES OF A REGISTERED NURSE? YES ☐ NO ☐

a) IF 'YES', - VISITS RECOMMENDED: ☐ DAILY; ☐ NUMBER PER WEEK _____

NUMBER PER MONTH _____

b) VISITS REQUIRED FOR A PERIOD OF _____ DAYS; _____ WEEKS; _____ MONTHS.

10. DOES PERSON REQUIRE THE USE OF A WHEELCHAIR? YES ☐ NO ☐

11. RECOMMENDATIONS REGARDING SPECIAL DIETS: _____

12. OTHER RECOMMENDATIONS: _____

In your opinion would you consider this person to be:

1) Medically employable _____ ☐

2) Temporarily unemployable for medical reasons

but likely able to resume employment after:

☐ less than six months _____

☐ six months _____

☐ one year _____

☐ two years _____

3) Permanently unemployable for medical reasons

and unlikely to be able to commence

remunerative employment _____ ☐

4) Disabled to the extent that the person is

severely limited in the activities pertaining

to normal living such as self-care, communication,

or motor activities, and this disability is

likely to continue for a prolonged period of time _____ ☐

PLEASE PRINT

CERTIFICATE OF DOCTOR

I, _____ am a legally qualified medical practitioner and have examined

the above-named person at _____ on _____

(DATE)

and this report contains my findings and considered opinion at that time.

SIGNATURE

DATE

ADDRESS

Note: In some instances it may be necessary to release to the applicant a summary of the contents of this form.

SUMMARY OF QUESTIONS, PROCEDURES, AND COUNSELLING

Name of Applicant and Address

Record complete name from proof of identity and underline commonly used name. Clarify and note common names (in brackets) or other last names used. Advise regarding amendments to proof of identity. Remind the client to provide changes of address to the Social Services department, Canada Employment, and to employers to whom applications have been made in the last three months.

Telephone

Record telephone number or, if applicable, a number for messages in brackets, the brackets would designate a message number, on the Form I. Direct clients to provide this telephone number to Canada Employment and employers. Counsel an individual, if necessary, as to why time delays in receiving messages may be problematic; means of limiting delays; and to provide any change of telephone number of Canada Employment, employers, and the Social Services department.

Has the applicant previously applied for assistance...

Record previous history of the receipt of assistance, noting municipalities, provinces, and period of receipt for a sufficient period. Contact other municipalities for information and review previous departmental files.

PERSONAL DATA - APPLICANT

Birthdate

Request birthdate and age. Clarify any discrepancy or note discrepancy if not clarified. Further assessment may be indicated.

Education: Last Grade Completed

Request and record:

- i) What was the name of the last school that you attend? (Record)
- ii) What grade were you in when you left school? (Record on Form I)
- iii) Did you leave during or at the end of that school year? (Record actual date of leaving)
- iv) If leaving was prior to end of school year, ask the client the reason why. (Record comments)

Contact the Board of Education, if indicated, for academic and attendance records or testing and assessment information. Request further assessment of low academic achievement or counselling regarding upgrading or retraining, as indicated, or refer directly to a programme as agreed to by the client.

Other training or upgrading completed

Ask the client whether training or upgrading has been attended and whether the program was completed or not completed. Note, under education, the program name, address, and period attended.

Request performance evaluations and record significant details in notes. Request assistance in determining a further case plan as necessary.

Literacy

Estimate functional literacy from educational level; from the client's reading of job search requirements and from the client's completing of a sample application form. If instructions are given, note whether instructions are repeated with clear understanding and fast comprehension. Request further assessment as indicated.

Birthplace

Request and record place of birth.

Proof

Record name of document provided as proof of identity. If applicable, outline the application process for a Social Insurance Number and the necessity for immediate application for a new or replacement card.

Health

Ask whether the person considers their health to be good, fair, or poor; then ask:

- i) Do you have a family physician? (If yes, record physician's name and address)
- ii) When did you last visit a doctor? Do you remember the reason for the visit? Have you had to see a doctor for anything more serious in the past few years? (Record any problems that may have present relevance)
- iii) Have you ever been hospitalized? (If yes--) Which hospital was that? (Record any problems that may have present relevance.)
- iv) Do you have any physical problems or limitations? (Record)
- v) Are you taking any medication? (Record)
- vi) Are you or have you been involved with any counsellors or social workers; treatment or rehabilitation programmes; psychologists or psychiatrists? (Record)

Note any tendency of the client to deny, minimize or exaggerate details of health and whether the client may gain something from his circumstances by certain of the foregoing behaviours.

Note, also, any unusual characteristics of general appearance. These characteristics would include unusual posture, facial expressions and gestures, speech, the person's emotional state; particularly anger, anxiety, irritability, or depression and the individual's thought processes, ability to remember, or ability to answer questions.

Next of Kin

Requested is the name, address, and relationship of a next of kin of the applicant or other person for emergency purposes.

Marital Status / Dependent Children

Under marital status is also recorded whether the applicant or spouse has been previously married. Details of names and addresses of spouses, if applicable, and dates of marriage and then separations, desertion, or divorce dates would be recorded.

Record details of marital status and details for any dependent children. Record details of previous marriages. Note details of OHIP and SIN for applicant and spouse; for separated spouse if required by the department.

Refer for personal, marital, family, or employment counselling as requested or agreed to by the client.

Special Diets

Record whether a special diet is required by the applicant, spouse, or dependent children. Integrate with details of health and issue a medical.

Residence

Record number of months and years of residence in Ontario and details of previous address.

Record client statements and consider the presence of other problems. Discuss reasons for address changes with the client. Refer for assistance in locating housing, if required.

Income

Record details of past and present employment for a sufficient period. Request a further assessment of problems indicated and refer for employment counselling or job readiness or retraining programmes as agreed to by the client.

Rental Revenue / Roomers or Boarders / Other Income

Record income from rental revenue, roomers and boarders, or other income. Refer to package notes on this section.

Assets

Refer to the Form I for details of this section.

Real Property

Property owned or life leased is recorded in this section giving necessary details of property description.

Estate of a Deceased Spouse

An estate, will, and letter of probate or administration are recorded.

Life Insurance

Life insurance on applicants and dependents is recorded, giving details of the policies.

Debts

Record debts and concerns regarding debts, particularly garnishee or bankruptcy. Refer for credit or budget counselling.

Living Conditions

Record details of living conditions and refer for home management counselling as requested by the client.

EMPLOYABILITY INDICATORS NOT ELICITED THROUGH THE FORM I

Job Search Skills

Adequate job search knowledge could be assessed as follows:

- a) An indicator of whether a client has adequate knowledge is the answer to the question, "Has anyone, at any time, discussed with you how to look for work?"
- b) Adequate knowledge means, also, the ability to complete an application form for employment.

Adequate job search behaviour could be assessed by several means:

- I) An indicator of adequate job search behaviour is the answer to the question, "How do you plan your job search?"
- II) Adequate job search, in part, could be assessed by reviewing the completeness of the job search record provided by the client to the department.

Legal Barriers

Request information on criminal record or court dates.

EMPLOYABILITY ASSESSMENT SCALES

	Severe Barrier	Moderate Barrier	High Employability
<u>TELEPHONE</u>	No residence telephone and no number for messages or an excessive time delay in receiving messages.	Telephone number for messages.	Residence telephone
<u>BIRTHDATE</u>	under 18, or over 55	19 - 24 or 46 - 54	25 - 45
<u>EDUCATION</u>	0 - 8 or vocational education <u>not</u> completed	9 - 11 particularly if not recent or vocational education <u>completed</u>	12 +
<u>LITERACY</u>			
A. Reading	Cannot read or makes numerous errors when reading.	Functional but not proficient; that is a few incorrectly pronounced words, but understands the meaning of a paragraph.	Functional
B. Speaking	Non-English	Broken english: ungrammatical	Fluent
C. Writing	Cannot write or has severe problems in completing an application.	Writes: able to complete employment application: simple sentence structure.	Correct grammar
D. Understanding spoken instructions	Understands or has severe problems in understanding.	Understanding	Clear understanding with fast comprehension.
E. Arithmetic (optional)	Unable	Able to complete simple calculations.	Good arithmetic skills.
<u>HEALTH</u>			
A. Physical	Chronic recurring problems: obvious limitations: may need re-training.	Medical situation stable : controlled handicap: may need remedial training.	No limitations
B. Mental	Hospitalization within last five years: frequent outpatient visits: heavy medication: borderline intelligence.	Hospitalization over five years ago: periodic out-patient visits: light medication: dull-normal intelligence.	No known problem or limitations.
C. Alcoholism	i) Chronic a) established problem b) uncontrolled ii) Past effects of drinking noticeable iii) History of drinking on job	i) Previous history of drinking problem over three years ago ii) Has problem but still functional iii) Controlled problem	No problem

	Severe Barrier	Moderate Barrier	High Employability
<u>HEALTH</u> (cont'd)			
D. Drugs types: a) prescribed medication b) drug abuse	i) a) Must have drugs to function b) addicted ii) Non functional iii) Past usage produced physical damage	i) Controlled (needs to function: maintenance level) ii) Recovered (no established usage in past 3-5 years)	No past or known problem
<u>MARITAL/FAMILY STABILITY</u>	Domestic crisis-level problems; severe illness of family member, needed in home; limited or no social network or no family support	Employment conditional depending on stability of home situation.	All conditions stable
<u>EARNING CAPACITY</u>	Earning capacity below welfare assistance.	Earning capacity equal to welfare assistance.	Earning capacity above welfare assistance.
<u>RESIDENCE</u>	Institutional setting (hospital, jail, etc.) or numerous address changes within a short period.	Halfway house, hotel, motel, or living temporarily at an address.	Private home or apt. which is a permanent address.
<u>PAST AND PRESENT EMPLOYMENT</u>			
A. Recency of Employment (use of skills)	More than six months ago.	Less than six months ago.	Less than one month ago.
B. Turnover rate in the last year and/or length of employment	Four or more in last year. Less than 3 months in last year.	Two-three in last year. Three-six months in last year.	One or none. More than six months in last year.
C. Reasons for termination	Fired or quit within client's control.	Fired or quit with extenuating circumstances.	Laid-off: Shortage of work (confirmed)
D. Work behaviour (specify in notes)	Continuing lateness or absenteeism: resents being told what to do; difficulty learning or performing the job; kept to themselves on the job.	Incidents of lateness or absenteeism: incidental problems which were corrected.	Reliable, punctual, communicated well with others.
E. Skill level	Unskilled	Semi-skilled	Skilled (record credentials or training received)
F. Tools required	Requires automobile or driver's licence has been suspended.	Required work tools, safety equipment, or work clothes.	No requirements
<u>DEBTS</u>	Garnishee possible or bankruptcy claim pending.	Debts requiring credit counselling.	No debts or debts being managed.

	Severe Barrier	Moderate Barrier	High Employability
<u>LIVING CONDITIONS</u>	No housing: unsafe or unsanitary: pending eviction.	Inadequate room: rent too high.	Adequate
<u>APPEARANCE</u>			
A. Dress/grooming	Inadequate or inappropriate dress: unkempt appearance: dirty: etc.	Will dress up and clean up if job dependent on it: needs help in securing adequate work clothing.	Good clothing and grooming appropriate to job.
B. Physical	Obesity or other.	Some detracton from physical appearance.	Average or better.
C. Attractiveness (if applicable)	Unattractive physical appearance.	"	"
<u>JOB SEARCH SKILLS</u>	Cannot adequately complete application or resume: has not learned how to look for work: goes only to major industries and retail districts: limited knowledge of job market.	Requires assistance to improve job search skills and knowledge of potential employers and job markets.	Verbal in interview and on application: high person sale ability: well prepared resume.
<u>VOCATIONAL GOALS</u>	No specific vocational goals: goal inappropriate to education and experience: expectations generally unrealistic.	Generally defined vocational goals which are appropriate to education and experience.	Specific and appropriate vocational goals.
<u>LEGAL BARRIERS</u>	Severe criminal record court date(s) pending.	Criminal record not recent or misdemeanors.	No record or court dates pending.
<u>TRANSPORTATION PUBLIC OR PRIVATE</u>	None or remote from employment site.	Marginal; infrequency of availability.	No problem
<u>CHILD CARE NEEDS</u>	1. Problem child (physical or behavioural problems) 2. Pre-school children and child care arrangements unstable or unsuitable. 3. Child care arrangements not available	Stable child care.	No need for care.



